

CODE OF CONDUCT: All our patrons, staff and visitors have the opportunity to participate and flourish in our sports environment free from harassment, abuse, discrimination, and other forms of maltreatment.

Court, Track/Turf Booking and Usage

Bookings/Reservations

- PB players who want to play should access the Playtime Scheduler app which allow the players to register for particular PB sessions. Information on this available [here](#).
- Track and turf bookings as per pre-approved process. All users must complete the user agreement and associated paperwork to access the facility.
- All tennis court reservations should be made online using ClubSpark.
- When booking tennis courts:
 - ✓ **Be mindful to NOT leave a 1 hour gap at 9am**
 - ✓ **Be mindful to NOT leave a gap leading up to closing time**
 - ✓ **Be mindful to NOT create gaps of 30 minutes**
- Block bookings should designate a Block Manager, responsible for all changes.
- Block bookings must be done by user using the usual ClubSpark booking process and booked repeatedly for desired time (this allows changes by the user). Block bookings to be done by the user.
- Any walk-on user listed on a Block booking should be responsible to pay their share of the \$40 court rental fee.
- Junior players who do not purchase a Junior Player Card should be charged at the regular court rental rate when they play (I.e. their share of \$40). Further information available as per the Junior Player Booking Process.
- Any user wishing to cancel a reservation should do so on-line or directly to Cougar Dome staff **within 24 hours** of the reservation time.

Lights: All users are to be mindful of light usage such that only the lights above your court are on and unless someone takes the court after you, ensure the lights are turned off over your court.

Fieldhouse temperature: From a fiscal and environmental standpoint, the internal temperature of the Dome is closely monitored. The internal temperature is approximately 12 C. Please dress appropriately.

Humidity: Humidity levels are weather dependent and Dome systems have limited effectiveness in controlling the humidity. Due to this, at times, courts will not always be optimal during summer months, proper footwear is a must and members are expected to assess their own risk when using courts.

Check In:

- Every user is to check in and/or pay prior to entering the fieldhouse.
- Payment is due prior to use unless a signed payment arrangement document is in place.
- Users should arrive early, especially during peak times to allow for check-in prior to play.
- Members must have their membership card to check in at front desk with staff.
- Members are asked to be mindful of their expiry dates and notify staff if they need to renew.

<p>Tennis</p>	<ul style="list-style-type: none"> ● Both Annual users and Walk-on users may reserve tennis courts whenever they wish (no constraint on advance bookings)*. ● All reservations should be made online, and users need to become familiar with this approach. ● Block Bookings will be permitted for members only. ● One person on the Block Booking group should be designated as the Block Manager. Any changes to the Block on a given day should be organised by the Block Manager. ● Any user listed on the Block for a given day who is not an Annual User will pay his/her share of the court rental fee at that time. ● All reservations that are not likely to be used (whether reserved by Annual Users or by Walk-on Users) should be cancelled (on-line or by telephone to the Cougar Dome) within 24 hours of the reserved time. All users should be expected to aggressively observe this constraint, so that court time can be reallocated in a timely and fair manner*.
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<p>Pickleball</p>	<ul style="list-style-type: none"> ● To Sign-up to play Pickleball (PB), do so by accessing the Playtime Scheduler (PTS). This is an external site monitored by Colchester Pickleball Association (CPA), Fundy Region. ● PTS can be accessed by creating an account on... www.playtimescheduler.com. ● Place your name in the appropriate bubble for your intended playtime. ● Be aware that PTS is NOT a court reservation or booking system, and does not give any group special rights to a court. PB is about inclusive play, with options for all players and levels. PB uses a rotation system. Please play a game and then relinquish the court to the waiting players.
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***Subject to change if court availability or court booking/cancellations become problematic.**

Usage, player etiquette and behavior

<p>Fieldhouse rules</p>	<ul style="list-style-type: none"> ● NO food or drink, other than water, is allowed in the fieldhouse, this includes chewing gum. ● INDOOR SHOES ONLY - Please remove outdoor shoes. ● Prior to entering a section (tennis, badminton or pickleball) ensure there is no play in that section-otherwise, use another play surface entrance ● All users be aware of runners and walkers on the track and look both ways prior to crossing ● When retrieving a ball from the track while leaving the turf, pull curtain inward, look for track users and then step onto track if safe ● Please observe all appropriate signage. ● All interactions must be conducted with respect and consideration to the other players/staff and all other facility users. If this does not happen, significant issues must come to Cougar Dome Manager for possible CD board consideration.
<p>Court Etiquette</p>	<ul style="list-style-type: none"> ● If a ball leaves your court and enters an adjacent court, <u>DO NOT ENTER THEIR COURT.</u> Stop all play on the adjacent court by loudly saying “let” to the tennis players and “ball” to the pickleball players. Only when the players you have disrupted have acknowledged you, may the ball be returned by the interrupted court. This is particularly important when a ball goes to the back of the court. This is where patience results in safety for all. ● Let adjacent court players return your ball to you, instead of you walking behind/in their court. ● Do not cross behind a court when players are playing. ● If it is necessary to move any equipment, please ensure it is returned to its proper location when you are finished.
<p>Turf Usage</p>	<ul style="list-style-type: none"> ● All balls must be contained within turf. Ensure player/drill placement to ensure balls do not enter the court area. Every effort must be made to ensure balls do not enter the court area. ● Due to limited and shared space, coaches may need to restrict the number of spectators to ensure safe operation for all users. ● If it is necessary to move any equipment, please ensure it is returned to its proper location when you are finished.
<p>Track Usage</p>	<ul style="list-style-type: none"> ● All users be aware of runners and walkers on the track and look both ways prior to crossing ● Due to limited and shared space, coaches may need to restrict the number of spectators to ensure safe operation for all users. ● If it is necessary to move any equipment, please ensure it is returned to its proper location when you are finished.

Payments

- See rates as per current Cougar Dome price list
- All Annual fees for both tennis and pickleball (PB) become payable in full on September 1st.
- All walk-on fees and track/turf bookings are payable upon entry to the Dome, unless prior arrangements have been made and payment agreements signed by both parties.
- If a player wishes to finance the annual fee for which he/she has registered, these further policies should apply:
 - ☐ all 12 installments via credit card are agreed to be paid by player
- Annual Players (only those new to CD (not applicable to previous CD members or previous CD walk-on members)) joining during the year will pay a prorated fee that includes all months remaining in the current fiscal year in the calculation to be arranged with a credit card.

Financial Support (CD)

- The Cougar Dome Board may be open to providing a limited amount of financial support for members and users, on a case-by-case basis.

Hours of Operation

HOURS CHANGE (mid-Sep to mid-May)

Monday - Thursday 9am – 9pm

Friday 9am – 5pm

Sat 9am – 5pm

Sun 9am-3pm

HOURS CHANGE (mid-May to June)

Monday - Thursday 9am – 9pm

Friday 9am – 5pm

Sat/Sun 9am – 1pm

HOURS CHANGE (Jul to mid-Sep)

Monday - Thursday 9am – 9pm

Friday 9am - 1pm

Saturday 9am - noon

Sunday Closed

- Statutory holiday schedule to be shared via CD newsletter

Weekend hours may be extended (with staff on duty) to accommodate tournaments.

Qualified staff should be on duty at all times during the open hours.

Volunteers

Volunteers to support the ongoing function of the Dome are valuable and always welcome.

Please contact the facility manager or a CD Board member to offer your service.

VOLUNTEERS DON'T GET PAID, NOT BECAUSE THEY'RE WORTHLESS, BUT BECAUSE THEY'RE PRICELESS.

Cancellation and Refund Policy

[Cancellations and Refunds](#)

Waiver-player

[User Waiver](#)

Lost and Found

Personal property is the responsibility of the user and should be secured where possible.

When items are left they are kept for a minimum of six weeks before being donated.